

Operations Manager Job Description

This role has general responsibility for coordinating all client activities on a daily shift. Responsible for labor scheduling, proper utilization of space and equipment, and supervising the receiving, put away, storage, picking, packing or shipping of product in a manner consistent with client SLA's and cost objectives.

Operations Manager Responsibilities

- Plan and supervise the daily activities of the inbound receiving and put away functions, and/or outbound picking, packing and shipping functions, for designated clients in accordance with the agreed upon SLA's, and with a high level of quality and accuracy.
- Understand customer expectations and effectively communicate these expectations to the team.
- Help to ensure employee hours, attendance, productivity and quality are being properly documented.
- Assist in establishing work schedules; ensure the schedules are properly implemented and that all jobs are completed properly.
- Apply sound communication and motivational techniques in leading, supervising, coaching and disciplining associates. Provide input into performance evaluations for recommending promotions, wage increases, associate development and terminations.
- Become a subject matter expert and be able to effectively train.
- Assist in establishing standard work procedures; ensure procedures are properly and consistently implemented.
- Ensure Quality Assurance procedures for outbound shipments are being followed. Review reports and address significant quality issues with associates.
- Ensure the efficient and safe operation of material handling equipment.
- Maintain a clean, neat and orderly work area. Assist in maintaining warehouse security. Conduct operations in a manner that promotes safety and in accordance with OSHA and other appropriate standards.
- Complete all necessary records and reports in a timely and accurate fashion.
- Compute and analyze daily, weekly productivity reports.
- Ensure current and accurate inventory control for each customer's products.
- Attend warehouse planning meetings. Act as liaison between employees and management.
- Perform daily stand-up shift kick-off meetings with associates. Communicate daily expectations and any upcoming schedule changes.
- Daily attendance is an essential function of this job.

Qualifications

- A 4-year degree in related subject is preferred.
- Minimum of five years' experience in a high volume distribution, fulfillment or wholesale environment.
- Prior experience in a supervisory position is required.
- Must be willing to adjust work schedule to meet the demands of clients
- Must be able to work overtime as required with 24 hour notice.
- Requires excellent supervisory, leadership and communication skills.
- Familiarity with personal computers and material handling equipment is essential.

- Experience writing and developing SOPs
- Strong decision making and coaching skills.
- Proven ability to drive results.
- Capable of sitting, standing and walking for extended periods of time.
- Able to twist, stoop, squat, reach above shoulder level and crouch on a frequent basis.
- Able to use proper techniques to lift 50 lbs.
- Familiarity with MHE is required.
- Able to handle stress caused in meeting deadlines with tight scheduling requirements.
- Able to shift priorities easily.
- A strong team player with a personal commitment toward the business and its customers.
- Working knowledge of Microsoft Excel, Word and PowerPoint.